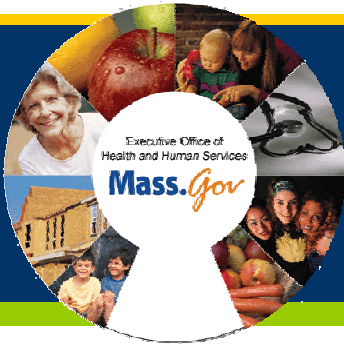


# Virtual Gateway Newsletter For Providers



## EOHHS

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### The Virtual Gateway is Live!

Welcome to another issue of the virtual gateway provider newsletter! If you missed our inaugural issue, please visit [www.mass.gov/eohhs](http://www.mass.gov/eohhs). Currently a small group of providers are using the common intake form to submit applications to MassHealth as well as other select programs. The team is very pleased with the overwhelming positive feedback on the virtual gateway, particularly the common intake form. And Governor Romney recently held a news conference to introduce the virtual gateway to the public!

The operations team is anxious to train providers on using the virtual gateway to assist clients with applying for EOHHS services. We are now preparing all acute care hospitals and community health centers (CHCs) for training.

### In This Issue

In this issue we are sharing our deployment and training strategy so you know what to expect in the coming weeks. We are also mailing a copy of this newsletter to acute hospital and CHC providers along with copies of two FAQ documents; one from the Division of Health Care Finance and Policy and one that answers questions asked by the Massachusetts Hospital Association about the virtual gateway.

### Complete the Deployment Site Survey

The first thing providers must do to prepare for using the gateway is to complete a short survey that tells us approximately how many of your staff

people will be using the gateway and also provides us some information about your facility's technical infrastructure. This survey and a readiness check list was emailed to each acute hospital and CHC already. All providers are asked to complete the online survey and email it back to the virtual gateway deployment team within two weeks. Questions about this survey may be directed to the gateway deployment team at 1(800) 884-8630. For those providers who already completed a site survey, thank you!

### The Virtual Gateway Deployment Team Will Contact You to Discuss Training!

The virtual gateway team is now scheduling training for providers. A member of the deployment team will contact your facility to make certain your surveys are submitted, discuss the training schedule, and most importantly, answer any deployment and training questions you have. We look forward to showing you how you can use the virtual gateway to better serve our clients.

**FAQs** Watch this section to learn answers to the most frequently asked help desk questions.

Question: Why can't I find an old screening survey I completed ?

Answer: The screening tool does not retain any user information. You must complete a new screening application.

Please send any questions or comments you have about the virtual gateway to:

**VirtualGatewayHHS@state.ma.us**